



4. A method according to claim 1, 2 or 3, comprising in said second mode of operation providing either a message deposit service or a message retrieve service in dependence on the receipt of a selection indicator from said caller during said call.
- 5
5. A method according to claim 4, wherein in said second mode said caller, after inputting said identification code during said call, is initially prompted for a voice message to be received and stored, and said message retrieve service is provided if said indicator is received from said user.
- 10
6. A method according to claim 4 or 5, wherein said indicator comprises a DTMF tone.
- 15
7. A method according to any preceding claim, comprising prompting said caller for said identification code if said identification code is otherwise not associated with said call when received.
- 20
8. A method according to any preceding claim, wherein said identification code corresponds to a directory number of said subscriber.

009050 4309900



12. A method according to claim 10 or 11, wherein a message retrieve service is initially provided to said caller if:

(a) said divert flag is not set and said CLI signal is associated with said call; or

5 (b) said divert flag is not set, said CLI signal is not associated with said call, and identification code is received from said caller during said call, and

in said retrieve service a stored voice message is retrieved and provided to said caller.

10

13. A method of providing a mailbox answerphone service to a caller in a mobile communications system during a call directed to a directory number used commonly by different ones of the system's subscribers to access their mailboxes, wherein said answerphone service identifies a mailbox associated with a subscriber by means of an identification code,

15

characterised in that said method comprises:

automatically entering either a first mode of answerphone operation if said call is of national origin or a second, different, mode of answerphone operation if said call is of international origin.

20

14. A method according to claim 13, wherein the origin of said call is derived from information received during call establishment.

15. A method according to any preceding claim, wherein said common directory number may be used by all of the system's subscribers to access said answerphone service.

5

16. A method of providing a mailbox answerphone service to a caller in a mobile communications system, wherein said answerphone service identifies a mailbox associated with a subscriber by means of an identification code, said method comprising:

10

receiving a call from a mobile handset, said call being directed to a directory number used commonly by different subscribers to access their mailboxes;

allowing said caller to input a selection indicator during said call; and

15

(a) if said indicator is not received, detecting a first identification code associated with said mobile handset from information received during call establishment and providing a message retrieve service to allow the caller to retrieve messages from the mailbox associated with said first identification code; or

20

(b) if said indicator is received, allowing the user to input a second identification code and providing a message retrieve service to allow the caller to retrieve messages from the mailbox associated with said second identification code.

17. A method according to claim 16, wherein each said identification code corresponds to a directory number of a different one of the system's subscribers.

5

18. A method according to claim 16 or 17, further comprising in (a) and/or (b):

prompting said caller for a security code associated with the mailbox being accessed.

10

19. A method according to claim 16, 17 or 18, wherein said indicator comprises a DTMF tone code.

15

20. A Voice Processing system for a mobile communications system, adapted to perform the method of any of claims 1 to 19.

20

21. Apparatus for use in a mobile communications system, said apparatus being adapted to store messages for subsequent retrieval by a subscriber of the mobile communications system wherein said apparatus is adapted to identify a first subscriber making a call to retrieve a message by means of an identification signal automatically forwarded to said apparatus during call establishment, said signal identifying the equipment being used by

said subscriber, and wherein said apparatus is further adapted to identify a second subscriber, on receipt of a request from said second subscriber during said call, by means of other information supplied by said second subscriber during said call.

5

22. Apparatus for use in a mobile communications system, said mobile communications system being arranged to establish a communications link with said apparatus in response to a call by a user, said apparatus being responsive during said call to receipt of a response selection indicator, and to receipt of a number of identification codes each being associated with a different mobile subscriber, wherein said apparatus is arranged to select one of said mobile subscribers and/or to select one of a plurality of predetermined responses if said response selection indicator is received, and otherwise to automatically provide a particular response relating to one of said mobile subscribers.

10

15

005060 759950

*add a1*